

HOMELESS VETERANS

If you are a Veteran who has lost your home, you can receive support you've earned to get back on your feet. Contact VA's National Call Center for Homeless Veterans at 877-4AID-VET (877-424-3838) to speak to a trained VA responder. The hotline is free and neither VA registration nor enrollment in VA health care is required to use either service.

IMPORTANT TVHS PHONE NUMBERS

- ◆ Ambassadors
615-712-1501- Nashville
615-587-6937- Murfreesboro
- ◆ Central Scheduling Unit—615-225-3600
- ◆ Enrollment and Eligibility—615-873-7030
- ◆ Patient Advocates
615-873-7225 Nashville
615-225-2560 Murfreesboro
423-893-6500, x27084 Chattanooga
- ◆ Pharmacy Refill Line—866-786-9367
- ◆ Women Veterans Program Manager
615-327-4751, ext x63020 - Nashville
615-225-5535—Murfreesboro

IMPORTANT WEBSITES

<https://www.triwest.com/en/veteran-services/> - Tri-West Choice

<http://www.tennesseevalley.va.gov/> - TVHS Link

<https://www.facebook.com/VATVHS>—TVHS Facebook Page

<https://www.myhealth.va.gov/> - MyHealththeVet

TVHS FACILITY LOCATIONS

VA MEDICAL CENTERS

- ◆ Alvin C. York Campus, Murfreesboro
- ◆ Nashville Campus

COMMUNITY BASED OUTPATIENT CLINICS

Tennessee

- ◆ Murfreesboro (Glenis Drive)
- ◆ Chattanooga
- ◆ Chattanooga Annex
- ◆ Tullahoma
- ◆ Clarksville
- ◆ Clarksville Dental
- ◆ Charlotte Avenue (Women Veterans Comprehensive Clinic)
- ◆ Albion Street
- ◆ International Plaza
- ◆ Compensation and Pension
- ◆ Dover
- ◆ Cookeville
- ◆ McMinnville
- ◆ Columbia
- ◆ Harriman
- ◆ Athens
- ◆ Sumner County**

Kentucky

- ◆ Bowling Green
- ◆ Hopkinsville

**Sumner County scheduled to open Spring 2018.



VA

Tennessee Valley Healthcare System



*YOUR healthcare
When YOU need it*

**Tennessee Valley
Healthcare System**

**3400 Lebanon Pike,
Murfreesboro TN 37129**

**1310 24th Ave South,
Nashville TN 37212**

**(800) 327-4751 (Nashville)
(800) 867-6000 (Murfreesboro)**

www.tennesseevalley.va.gov

CARING FOR THOSE WHO HAVE BORNE THE BATTLE

TVHS is an integrated healthcare system comprised of two hospitals, the Alvin C. York Campus in Murfreesboro, TN, and the Nashville Campus in Nashville, TN. TVHS currently has 17 community based outpatient clinics located in Tennessee and Kentucky.

TVHS provides ambulatory care, primary care, and secondary care in acute medicine and surgery, specialized care, transplant services, spinal cord injury outpatient care, and a full range of extended care and mental health services. TVHS's Nashville Campus is the only VA facility that supports all solid organ transplant programs, including total in-house kidney and bone marrow transplants. The Alvin C. York Campus is a network referral center for mental health services, geriatrics, and extended care.

BENEFITS OF USING THE VA

- ◆ *Keep your private insurance while using VA Healthcare*
- ◆ *No annual fees, premiums or deductibles*
- ◆ *Co-pays at little to no cost*
- ◆ *Prescription benefits*
- ◆ *Use of community providers through the*

VA Tennessee Valley Healthcare System

THE HEALTHCARE

BENEFITS YOU EARNED

At VA Tennessee Valley Healthcare, our mission is to focus on all aspects of a Veteran's well-being. That's why we offer a benefits package that covers the health, wellness, foundational and long-term needs of each and every Veteran who walks through our doors. Our services include:

HEALTH

Audiology, Cancer Care, Dental, Imagery, Labs, Mental Health, Pharmacy, Physical Therapy, Primary Care, Prosthetics, PTSD Optometry, Respiratory Therapy, Social Work, Speech Therapy, Spinal Cord Injury, Transplant Service, Traumatic Brain Injury

WELLNESS

Smoking Cessation, Nutritional Planning, Recreational Programs

RECOVERY

Mental Health Residential Rehabilitation Treatment Program, Substance Use Disorder Treatment

LONG TERM

Community Living Centers, Residential Care, Home Health Care,

AM I ELIGIBLE?

If you served in the military and received an honorable discharge, you may qualify for VA Healthcare benefits. If you were in the Reserves or National Guard, you may also qualify if you were called to active duty (other than for training only) by a Federal order and completed the full period of your active duty.

For more information, or to determine the full scope of your eligibility, please contact our Eligibility and Enrollment at (615) 873-7030.

HOW DO I ENROLL FOR CARE?

Enrollment requires a complete and signed VA Form 10-10EZ. This form can be obtained via our website, or in person at your local facility. You can also call the Enrollment and Eligibility department (615) 873-7030 to request that an application be mailed to you.

HOW DO I ACCESS VA CARE?

Once you are eligible for VA care, your next step is to be assigned to primary care provider (physician, nurse practitioner or physician assistant) who is part of a Patient Aligned Care Team (PACT). The team also includes an RN Care Manager, clinical associate (LPN or medical assistant and a clerical associate. You can contact the TVHS Centralized Scheduled Unit (615-225-3600) to have your PACT team assigned.

TRANSITION CARE MANAGEMENT

If you served in Operation New Dawn, Operation Enduring Freedom, Operation Iraqi Freedom, and have been discharged from active duty within the last five years, you are eligible to be enrolled in the Transition Care Management (TCM) or "TCM" primary care clinic. If it has been more than 5 years from your date of discharge, you will be assigned a regular primary care provider. Before enrollment into the TCM clinic, you will need to complete the VA Form 10-10 EZ Enrollment form.

Important Phone Number for the TCM Program:

Transition Patient Advocate: 615-873-8163
TCF Clinic: 615-225-6935
TCM Manager: 615-873-8638/615-225-3937
Centralized Scheduled Unit: 615-225-3600

During Normal Business Hours (Monday through Friday 8:00am to 4:30pm)

If you need medical advice, have a question about your medication or need to schedule a non-urgent appointment you can call 800-228-4973. If you just need to schedule an appointment you can also call the Central Scheduling Unit at 615-225-3600.

After Business Hours (Evening, Nights, Weekends)

We now offer Veterans toll-free telephone access to a Registered Nurse after business hours. The number is 877-876-7093. This advice line is staffed by Registered Nurses who will discuss your medical concern and work with you to determine the care you need. The registered nurse will document the telephone call in your electronic medical record and notify the appropriate medical provider.

WOMEN VETERANS

Did you know...

that you are the fastest growing group within the Veteran population? We are committed to meeting your unique needs by delivering the highest quality care, in a safe and healing environment. TVHS has a Women's Veteran Program Manager who can help you navigate the VA system. To learn more about the changing face of women Veterans care and what TVHS is doing to meet your health care needs please call the TVHS Women's Veteran Program Managers at 615-327-4751, ext x63020 Nashville Campus or 615-225-5535 Murfreesboro Campus.

Below are services that are offered to our women Veterans:

- ◆ READJUSTMENT COUNSELING
- ◆ PRECONCEPTION COUNSELING
- ◆ CONTRACEPTIVE SERVICES
- ◆ MATERNITY CARE
- ◆ MAMMOGRAPHY
- ◆ BREAST EXAMS
- ◆ MENOPAUSE MANAGEMENT
- ◆ PAP SMEAR/PELVIC EXAMS
- ◆ MILITARY SEXUAL TRAUMA COUNSELING